

**STATEMENT AND Q&A REGARDING
NHTSA PRELIMINARY EVALUATION FOR 200_ to 200_ MODEL YEAR LEXUS ES350
FOR ALLEGATIONS OF
UNWANTED OR UNINTENDED ACCELERATION**

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DRAFT

Statement:

The National Highway Traffic Safety Administration (NHTSA) has opened an investigation called a Preliminary Evaluation (PE) on certain 200_ to 200_ model year Lexus ES 350 vehicles in September, 2009. NHTSA has received consumer complaints alleging that unwanted or unintended acceleration occurred in their vehicle. Based upon these reports, NHTSA opened an early-stage inquiry, called a Preliminary Evaluation, to determine if further analysis (an Engineering Analysis) is warranted. Toyota is currently cooperating fully with the agency to study each of the ___ complaints.

Q1: When did NHTSA begin its investigation of the reported cases?

A1: NHTSA opened the investigation on _____. However Toyota has not yet received a Preliminary Evaluation inquiry letter as of _____.

Q2: What prompted the NHTSA to open the investigation?

A2: Again, we have not yet received the Preliminary Evaluation inquiry letter from NHTSA, and as a result it would be premature to comment on the cause until the preliminary inquiry has been completed.

Q2a: Is this investigation related to a recent crash reported in the media in which 4 lives were lost?

A2a: Lexus is deeply saddened by any injury or loss of life in which our vehicles are involved. However, it would be premature to speculate as to the cause of the crash until the investigation has been completed. Lexus is cooperating fully with the appropriate authorities.

Q3: What seems to be the source of the problem?

A3: Toyota is in the midst of its investigation. It is premature to comment on the cause until the investigation is completed.

Q3a: Didn't NHTSA already conduct an investigation on the Lexus ES350 Floor Mat related to allegations of unwanted acceleration?

A3a: Yes. The investigation was closed in October, 2007 after Toyota initiated a recall on the 2007 and early 2008 model year Lexus ES 350 and Toyota Camry All Weather Floor Mat.

Q3b: Were owners of affected vehicles notified of the concern?

A3b: A Safety Recall notification was mailed to all involved vehicle owners advising them of the recall.

Q3c: How many Lexus and Toyota vehicles were affected by the original All Weather Floor Mat recall?

A3c: Approximately 24,500 Toyota Camry and 30,500 Lexus ES 350 vehicles are equipped with the All Weather Floor Mats designed for 2007 and early 2008 model year vehicles.

Q4: Are these ___ complaints the only vehicles you are aware of that have experienced this problem?

A4: Our initial focus is on the ____ complaints reported by NHTSA. However, our investigation will tell us if there are more vehicles involved.

Q5: Have you had any complaints other than the ____, and have you had any other lawsuits related to this vehicle throttle control system issue?

A5: The ____ complaints that you reference were actually received by NHTSA. Toyota is currently cooperating fully with the agency to study each of these complaints. Our investigation will tell us if there are more vehicles involved.

Q6: Is this a recall?

A6: No. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by the NHTSA (an Engineering Analysis) is warranted.

Q7: How many 200_ through 200_ ES350 vehicles were sold that are being investigated?

A7: There were ____ model year 200_ through 200_ ES350 vehicles manufactured for sale in the United States.

Q8: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?

A8: We remain confident in the safety of the our vehicles, but if customers have any concerns at all they should feel free to contact our Lexus Customer Experience Center at 1-800-255-3987.